



## Windows 10: Moving up to a new Feature Upgrade - 1909

### The Story:

Windows 10, version 1909 is a scoped set of features for select performance improvements, enterprise features and quality enhancements. This feature upgrade will get us updated on support with Microsoft for another year.

Starting with Windows 10, Microsoft changed how they upgrade their Operating Systems over time to keep them in a supported state. Previously, we had to re-images machines from Windows XP to Windows 7 as well as Windows 7 to Windows 10. Now we can push the upgrades as a service (SaaS) much like a windows update. The process does take time but most of it can be done while you're still working on the machines or you can just let it sit there for the weekend and let it go.

### The Process:

The upgrade process requires the machine to be added to an upgrade collection in SCCM by your specific tech team. Once that happens, the upgrade package will be delivered to your machine once SCCM and Windows Update server determine if your machine needs and meets the prerequisites for the upgrade.

***Please bear in mind that if your machine has less than 40 GB of free space on your machine, it will be deemed not having enough space and you will have to clear that space up to receive the upgrade by moving less important and/or less used files to MSU approved external hard drive and/or usb drive.***

Over time, the machine will pull the update and install it once all other updates and applications have been installed successfully. A restart will be required once the upgrade is complete on the user side. You will see a pop up stating that the update has been installed but **you will need to restart the machine to finish it**. When you have time available within 48 hours please restart your machine. The initial install requires between 1 ½ to 2 ½ hours to complete. This will be done behind the scenes with no user intervention on your part. As well as 15 to 30 minutes after restart.

## The more you know...

We have been in testing with this upgrade and we have not had any reported cases where a machine is unusable or clients lose data. However, we would like to make you aware of any scenarios we have noticed through our testing.

### Known issues:

- 1) **Problem:** Network drive does not reconnect: This is due to needing to be connected to campus for regular network drive to be reassigned.  
**Solution:** Connect them to campus with vpn and then re-map or advise them to come to campus login and Group policy will remap the drives. The mapped drives can also be set up as network locations. [How to map a network drive](#)
- 2) **Problem:** Wallpaper may change to default.  
**Solution:** Clients may want to save their current specialized background as a theme to restore their background after upgrade.
- 3) **Problem:** The custom MSU login image is gone and it will just show a Blue background on the login screen. Reason is the background image is on our domain server and can not be reached by the machine from home and the cached version is not there.  
**Solution:** When returning to campus or connecting to VPN, and login into the machine a couple of times. The image will restore itself.
- 4) **Problem:** The local printer may disappear.  
**Solution:** If the printer is connected via usb, the printer should reinstall itself. If the printer is connected via direct network connection (via direct wireless printing another non standard connection) Printer will need to be reinstalled again.
- 5) **Problem:** My machine does not see the 1909 Feature Upgrade.  
**Solution:** It usually means your machine does not have the minimum 40 GB free space on your machine necessary to upgrade your machine. Please make sure you make enough room on your machine up to 50 GB for safety. The machine also not be assigned to the correct collection. Verify where the machine is in SCCM
- 6) **Problem:** The Feature update is failing with the error 0x80070005  
**Solution:** The update downloaded to your machine wrong or you do not have enough space in the client cache to download the upgrade to the ccmcache folder. Contact your tech team and have them clear the cache on your machine and then start the upgrade again.
- 7) **Problem:** The Feature update is failing with the error 0x87D00664  
**Solution:** The update timed out. We added an additional 1 hour to the maximum time out limit of the upgrade. So Clear the cache restart the machine and try again

## Windows Version

| Version | Availability date | OS build   | Latest revision date | End of service: Home, Pro, Pro Education, Pro for Workstations and IoT Core | End of service: Enterprise, Education and IoT Enterprise |
|---------|-------------------|------------|----------------------|---|--|
| 21H1*   | 2021-05-18        | 19043.1083 | 2021-07-06           | 2022-12-13  | 2022-12-13   |
| 20H2    | 2020-10-20        | 19042.1083 | 2021-07-06           | 2022-05-10  | 2023-05-09   |
| 2004    | 2020-05-27        | 19041.1083 | 2021-07-06           | 2021-12-14  | 2021-12-14   |
| 1909    | 2019-11-12        | 18363.1646 | 2021-07-06           | End of service  | 2022-05-10   |

\**Microsoft recommends*